



250 Wood Road,
Annapolis, MD 21402-5050

From the Commanding Officer: CAPT Kathleen D. Morrison, MSC, USN

Dear Shipmates:

Dark ages at USNA doesn't mean it is "down time"; our optempo continues at a phenomenal pace. You have provided care to large numbers of patients with FLU and VGE. Medical CARE is what you do best. Thanks to all of you as you have changed schedules and activities to cover your shipmates.

The TRICARE conference and CO conference was a busy week (to say nothing of the daily DC commute). The TRICARE theme, Change of the Century, was an opportunity to gauge how military medicine is doing with our customers. Access and Customer Satisfaction is up although we heard continued frustration with the claim system (much improved) and appointment/referral system. These are the "hassle" factors that we as a system need to focus.

Although we were not formally recognized for our Customer Service efforts, it is still reassuring when patients pass on that they are so pleased with the professional care at NMCLA. To enhance our program, the Patient Relations Staff and Reps will be developing a survey to you, the staff, for your feedback as well as an informal patient survey that we can distribute ourselves. The DOD survey gives us valuable information but it usually takes 3-4 months for feedback, and we may miss opportunities to satisfy the patient. As always, looking forward to your suggestions.

Command ceremonies, whether it is an award, reenlistment, promotion - are important to the

NMCLA family. Thanks to each of you for ensuring the staff feels valued and is recognized for us to say "CONGRATULATIONS!"

The Multicultural Committee has done a phenomenal job of highlighting special celebrations year round. MWR has some fun and creative events for your pleasure! Stand by!

Our JCAHO/IG preparation continues. We are seeing some preliminary Performance Improvement data on health record availability, and some work on clinical practice guidelines. We need to look at patient care in diagnosis related groups and see the best practices and outcomes. Continued attention to documentation, metrics development and information management (Patient info) remains a challenge for the command. Eva Miller and JCAHO Team Leaders are standing by to meet with Directors and Department Heads. With such a significant turnover coming this summer in Dept. Heads, Directors and Special Assistants, JCAHO/IG preparation will take a coordinated effort to remain "inspection-ready".

As we have implemented PCMBN, you all deserve a BZ! Appreciate the clinical, technical and administrative personnel working together for a common goal of PCMBN to improve patients' health. The increased continuity of care and provider follow-through will make a difference for the patients and for you! R/CO



VOLUME 2, ISSUE 2
FEBRUARY 2001

INSIDE THIS ISSUE:

Proud to be an American Poem Contest Winners	2
Are We JCAHO Ready?	2
CMC's Corner	3
Winning Recipes	3
Health Promotion's Healthy Heart	4
Career Counselor's Corner	4
Happenings, Kudos, etc	4

SPECIAL POINTS OF INTEREST:

Prime Enrollment - 11659

PCC - 3675

Pediatrics - 1063

Mil Med - 6831

Coming Soon!

FEBRUARY 2001

14	Valentines Day
19	President's Day
22	African-American Heritage Celebration
23	Feb - Awards Ceremony
24	Navy Basketball - NAAA Appreciation Night
27	Captain's Call

MARCH 2001

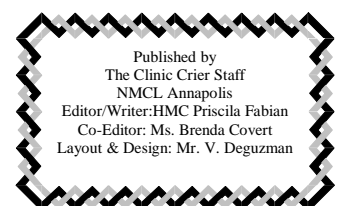
2	MCPON Visit/Call
---	------------------

From the Command OMBUDSMAN

To start, let me express my sincere appreciation to those who have already welcomed me to my new position. Thank you for your kind words and support. I am eagerly looking forward to helping everyone in my role as Ombudsman, and although my training will not be completed until the end of February, I am here for you! Please feel free to contact me either by e-mail: ombudsman@us.med.navy.mil, or by phone at 410 267-6015.

One of my first goals as Ombudsman is to further improve communication between families and the Clinic. In an effort to do this I would like to start distributing this newsletter electronically. So if you get the chance, drop me a line and let me know what your e-mail address is. Once again, if there is anything I can do, please don't hesitate to call or write, I'd love to hear from you.

Sincerely,
Carol Grady



Published by
The Clinic Crier Staff
NMCL Annapolis
Editor/Writer: HMC Priscilla Fabian
Co-Editor: Ms. Brenda Covert
Layout & Design: Mr. V. Deguzman

YOU ASK WHY?

Runner-Up Poem 1
Proud to be an American Celebration
HM2 W. Mack

You ask why I am proud to be an American?
And I will ask you to take a look
At the person on the beach of Miami
Getting a tan with the water so blue.
To the Eskimo in Alaska
Cooking fish in his igloo.
And I know that they both will say
As they complete the norms of the day
They will cry FREEDOM.
From the boroughs of NYC,
To the Golden Gate of San Francisco Bay.
With the symbols like eagle, flag, and stripes and stripes
To help us understand why we fought our wars
Where dreams are made and unoppressed,
To laying down when we are tired just to take a rest
As the sun rises in the east and sets in the west.
There is no question in my mind which country
is the best
So please, please ask me again
Why I'm proud to be an American.

PROUD TO BE AN AMERICAN

2nd Place Poem
Proud to be an American Celebration
LT A. Petrovanie, NC, USN

What an awesome feeling
To wake up and be Free
Living in this land of opportunity
No other nation can brag of the same
Or speak America's name in vain.

We have come a long way since the days
When our human race failed to face,
That although differences do exist
In America, freedom and equality
Will persist.

As we continue our struggles each day
Let it be known, that America has paved the way
For all nations to someday realize
We are all the same through God's eyes.
And as we continue to sing and give praise
Let us rejoice,

**In this land of the free
And home of the brave.**

THAT IS WHY

Runner-Up Poem 2
Proud to be an American Celebration
HM3 D. Johnson

The question was asked why am I proud to be an American?
America, the United States was formed into existence
A new life, western civilization seem from a distance
Let's take a closer look, think, breakdown, and analyze
The lives lost, bloodshed, sweat, tears, and the sacrifice
Of our forefathers, sisters, brothers, and mothers of this nation
That never gave up, kept fighting no matter what they were facing,
To make this country the strongest in the world, the best!
Model country for all countries, world ambassadors to the rest of the unified states formed from 13 colonies.
The red, white, and blue, Old Glory means freedom and democracy.
Freedom of speech, the right to assemble, the right to bear arms.
From the American Revolution to Kosovo, our strong military protects others and us from harm.
Formed from a mixture of races, backgrounds, and origin.
From the pilgrims' journey to the underground railroad,
Trails traveled never forgotten.
From the coast of California to the welcoming Statue of Liberty
This is America. America you, America us, America me.
Now the question is answered, THAT IS WHY I m proud to be an American.

Are We JCAHO Ready?

Ms. Eva Miller, PI Officer

We are on #7 of the chapters. WOW!
We're half way through the standards manual!
This chapter deals with **LEADERSHIP**. The team leader for these standards is CAPT McClain, Director for Clinical Care Services.

The goal of the Leadership function is for the organization's leaders to provide a framework for planning, directing, coordinating, providing, and improving health care services in response to community and patient needs. Leaders define the organization's strategic plan; communicate its mission, vision, values, and plans to staff.

PLANNING: leaders develop a mission that is reflected in day-to-day plans and establish policies and allocate resources. Planning includes defining our scope of care in writing, what types of patients we receive and what type of care we provide. Planning means that we set priorities and identify how we adjust priorities in response to unusual or urgent events. Leaders must develop an operating budget and review that budget to make sure we are using it appropriately to meet patient's needs. Planning means that we collaborate with the community we serve to design services and that we respond to their needs and expectations. This means that we act on patient satisfaction information.

DIRECTING: leaders provide direction and staffing for patient care and support services according to the scope of services offered. Leaders have the responsibility to provide ade-

quate numbers of qualified, competent staff. Leaders should consider the mission and vision when they recruit, develop, and provide continuing education for the staff. If patient care is to be safe, then the staff must have the skills and training to do the job we ask of them. Leaders are responsible for making medical staff appointments and granting privileges for practitioners. These standards require the organization to use clinical practice guidelines to evaluate and treat a patient having a specific diagnosis, condition or symptom.

COORDINATING: leaders coordinate efforts to integrate patient care and services provided. Leaders must provide uniform patient care processes in the organization. "One standard of care" is the goal. Care must be available in a timely manner and if we cannot provide that care here, we refer, consult, or contract for care.

IMPROVING: leaders ensure that there are processes to measure, assess, and improve patient care processes. Processes that affect patient outcomes are continually and systematically assessed and improved. Performance improvement (PI) activities are cross-functional and communicated to all staff. Leaders provide team building. Resources, time, information systems and data management must be provided for PI activities. Leaders must manage the change process.

Webster's dictionary defines "leader" as "one that leads or guides; one in charge or in command of others, or one who has power or influence". That's all of us. JCAHO defines "leaders" for these standards as the "owners, members of the governing body, CEO and other senior managers, and leaders of the medical staff". In essence, we are all leaders and share the responsibility and challenge of these standards. Test your readiness with these questions:

- Do you know the mission of our organization?
- Do you know the goals of NMCL Annapolis?
- What is the process used should you need additional resources (staffing, space, funding)?
- What is the budget development process?
- Have you had training in performance improvement methods?
- Is your scope of service defined in writing?
- What steps are taken to identify patient needs?
- Give an example of how you have acted on patient satisfaction data.
- Describe how retention of staff is performed.
- Describe how staff members are recognized.





COMMAND MASTER CHIEF'S CORNER HMCM(AW/SW/NAC) RONALD RANG, USN



HM1 Alfredo Del Valle – Born and raised in Puerto Rico, he joined the Navy in February 1984. He was first assigned to the Naval Security Group, GTMO Bay, as a cryptologic technician. Following that tour, he reported to the USS JOSEPHUS DANIELS. It was during this tour that he realized his knack for medical duty and converted to the HM rating. After HM “A” school, he reported to Mayport, Florida and worked in the Emergency Transport Department. After this tour, he returned to GTMO Bay, Cuba and served as Asst. LPO in the ER. His passion for emergency medicine follows him on another tour to the NMCL, Portsmouth, NH where he ran MILMED and ambulance operations. More significantly, he completed the Paramedic Program from a local school. From Portsmouth, he transferred to Naval Small Craft Instruction and Technical Training School in Panama, serving as an instructor and interpreter. His next tour takes him to USNH Roosevelt Roads, PR, again serving as LPO of the ER and EMS Director. HM1 Delvalle enjoys fishing and officiating soccer matches. Last year, he was named an international referee and traveled to Dominica to officiate a World Cup Qualification Match. He has a 5-year old daughter, Cristina, who lives in Jacksonville, FL with her mother.

HM2 Walter Mack enlisted in the Navy in 1990 in El Paso, Texas. He completed HM “A” school in San Diego, CA, and attended FMSS at Camp Johnson, NC. His first assignment was Naval Hospital, Philadelphia, where he served for just one month, and then was ordered to augment 1st MARDIV, Camp Pendleton in Operation Desert Shield. During Operation Desert Storm, he was moved to 2nd MARDIV, 8th Tank Battalion. At the conclusion of Desert Storm, he returned to Philadelphia to find his original command scaled down to a Naval Medical Clinic. It was there that he met his soon-to-be wife, Faith. He then accepted orders back to 2nd MARDIV and served with 1/6 Battalion performing grunt duty. While with 1/6 Battalion, he deployed on board the USS AUSTIN and participated in Operation Provide Promise, the initial phase of the Bosnian Crisis. After that tour, he opted to attend Radiation Health Technician “C” school. He then reported to NMCL Earle, New Jersey, served as a Rad Health Tech. and contracting officer and subsequently received a Navy Commendation Medal for his efforts. The Navy then sent him and his wife to an overseas tour at USNH Naples, Italy, where his son Paul was born. He received orders to return to the United States and reported to NMCL Annapolis, where he now works in the Pre-Commissioning/Physical Exams Department.

PROUD TO BE A FIGHTING AMERICAN (First Place Poem - Proud to be an American Celebration)

LT C. Martinelli, MSC, USN

With a trembling unsure hand a signature is made,
Why, oh why should I be afraid?

Many have paved the way and paid the price
So Freedom could be mine without personal sacrifice.

Many battles and wars were fought with bloody hands,
So on this special day I could take an oath and promise to stand.

I will stand and protect the wall called **FREEDOM** from
all enemies, Paying any price, bearing any burden,
and meeting any hardship for Liberty.

I will use Honor, Courage and Commitment as my
shield Holding on to Traditions when heavy burdens
tempt me to yield.

For I am a Proud Fighting American, a warrior who has
answered the call. To support and defend and give to
my Country my all and all.

With my Shipmates by my side both in work and play
We will come together to carry out the Plan of the Day

Whether at general quarters or enduring personal
strife, In my Shipmate's hands I entrust my life.

We secure the many Freedoms that many cannot
achieve, Standing and guarding that Wall until properly
relieved.

As a proud Fighting American I salute and serve under
Her stars and stripes, Her red, white and blue are an
inspirational and guiding light.

After giving the ultimate sacrifice, in a coffin I am laid,
She is draped over me while Taps is solemnly played.

When remembering me though, there should be no
sorrow, For I fought and died to give: Courage, Faith
and Hope for Today and Tomorrow.

First Place Recipe

LT C. Martinelli, MSC, USN

SOUR CREAM APPLE SQUARES

2 c Pillsbury Best All Purpose of Unbleached Flour

1 tsp baking soda

2 c firmly packed brown sugar

½ tsp salt

½ c margarine or butter, softened

1 c dairy sour cream

1 c chopped nuts

1 tsp vanilla

1-2 tsp cinnamon

1 egg

2 finely chopped peeled apples



Heat oven to 350 F. Lightly spoon flour into measuring cup; level off. In large bowl, combine flour, brown sugar and margarine; beat at low speed until crumbly. Stir in nuts. Press ¾ of crumb mixture in bottom of ungreased 13x9-inch pan. To remaining mixture, add cinnamon, baking soda, salt, sour cream, vanilla and egg; mix well. Stir in apples. Spoon evenly over base.

Bake at 350F for 30 to 40 minutes or until toothpick inserted in center comes out clean. Cut into squares. Serve with whipped cream or ice cream, if desired.

Second Place Recipe

HN C. VanValkenburg, USN

APPLE CINNAMON ICE CREAM PIE

Crust - 2 cups granola, 2 tbsp cinnamon, handful dried apple pieces, 1 stick butter - melted. Mix ingredients together, press into bottom of pie pan, let cool in refrigerator for 15 minutes.

Filling - 1 quart French vanilla ice cream, 2 cups apple cinnamon applesauce, extra cinnamon to taste.

Mix ingredients together in mixer adding cinnamon until desired taste is achieved. Pour into pie pan, place in freezer until set, then garnish with apple slices and sprinkles of cinnamon, serve! For those with an extra sweet tooth serve with whipped cream.



LCDR A. Carolyn WEISZ as the new CMEO for NAVMEDCLINIC Annapolis

HM1 R. Moesch - reenlisted for 3 years and **NMCLA Sailor of the Year**

HM3 B. Denton - NMCAM

HM3 S. Pierce - NMCAM

Ms. J. Skinner - Civilian of the Quarter(4th)

Mr. H. Wiles - Civilian of the Year



LCDR A. Weisz - Lab Officer
CTIC S. Delucchi - CAAC/Mental Hlth
PC2 J. Palmer - OPMAN
HA L. Barnes - Pediatrics
HR R. Fazzio - TBA



CDR L. Wickes - USNH Okinawa
LCDR K. Aldridge - NMC Portsmouth, VA
LT C. Martinelli - SUPSHIP New Orleans
SK1 Shackelford - Fleet Reserve



HM3 Robert B. Boyer
Annapolis Area
Command Complex
Junior Sailor of the
Year



ETCM(SS) E. Lewis administers the oath of reenlistment to HM3 J. Disney with CDR Sammons (not in picture), the reenlisting officer.

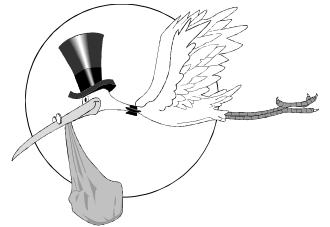
HEALTHY HEART MONTH

February is American Heart Month so let's focus on a very important B vitamin, **folate or folic acid**. Our bodies do not produce folate, therefore a diet rich in leafy green vegetables (spinach, kale, broccoli) is vital. Many cereals, breads, rice, and pastas are now fortified with folate. It's also found in most multivitamin supplements. All adults and children need 400 micrograms (mcg) daily, pregnant women need 600 mcg, and those lactating need 500 mcg daily. Folate plays an important part in the prevention of heart disease by lowering homocysteine blood levels and elevated homocysteine levels have been linked to heart disease and heart attack. The vitamin plays a part in making red blood cells, protects the body from disease, and may prevent certain neural tube birth defects in developing fetuses. Proper levels of folate are most important early in the first trimester of pregnancy when an unborn baby's spine and brain are developing.

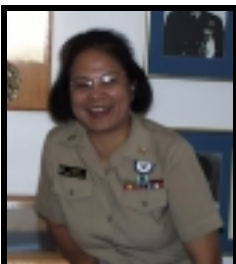
While folate on its own cannot reverse heart disease, it is beneficial when coupled with a healthy diet and regular exercise. People who get enough daily folate may reduce their chance of a stroke. Do your heart a favor and get your fair share of folate!

A. Susan Hennessy, BSN, RN, MHA
Health Promotion Coordinator

National Child Passenger Safety Awareness Week.



Baby Isabel born to David & Kassia Allen—22 Jan 01



NMCL ANNAPOLIS CAREER COUNSELOR'S CORNER

HMC Priscila D. Fabian, USN



Officer Hometown Area Recruiting Program (OHARP) returns Navy officers to their hometown areas for 30 to 90 days to assist officer recruiters in locating individuals for Navy officer programs. Participants should be prepared to accompany the Naval Recruiting District's (NRD) officer recruiters on visits to colleges and universities, centers of influence, and community events. They will wear the uniform of the day and will be expected to discuss Navy opportunities and career paths. Ideally, the participant should be a current or former resident of, or have attended college in the area served by the NRD in which OHARP participation is desired. There are no age or rank restrictions. The period of OHARP is determined by COMNAVCRUITCOM (Code 112) and is subject to approval by the officer's detailee. Participating members may do so either on permissive, no-cost temporary additional duty or no-cost temporary duty in conjunction with PCS orders. For more information on eligibility requirements and processing procedures, refer to BUPERSINST 1150.1 or contact the Command Career Counselor at 410 293-1750. Next issue: Senior Minority Assistance to Recruiting Program (SEMINAR).

MY FAVORITE WEBSITE: <http://www.navycollege.navy.mil>.